NORTEL NETWORKS

Enterprise Edge ATA 2
User Guide

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About Enterprise Edge ATA 2

What does Enterprise Edge ATA 2 do?

Enterprise Edge Analog Terminal Adapter 2 (Enterprise Edge ATA 2) connects a digital two-line display telephone port to a standard analog voice device, such as a single-line telephone or a data communication device, such as a modem or facsimile machine. Enterprise Edge ATA 2 provides on or off-premise service.

This guide describes:

- Enterprise Edge ATA 2 features used with the Enterprise Edge server
- Data Communication information
- Troubleshooting

All of the features available from Enterprise Edge ATA 2 are accessed by pressing [Link] [*] on your telephone and pressing a feature or access code. The feature list shows [Link] [*] and the feature code. Where applicable, steps are included to help use each feature. If your telephone does not have a [Link] button, you must use the hook switch (located under the handset). The hook switch must be pressed for approximately one half of one second.

If your telephone does not have a [*] or [#] button, you must use dialpad numbers. To indicate a [*] press [1]. To indicate a [#] press [3].

For more information about feature operations, accessing feature operations or feature codes, see your System Administrator.

Feature List

Alternate Line

Link 2

Allows you to switch between your two intercom lines. When a line is in use, you hear an error tone informing you that the line is already in use.

Call Forward

Link * 4

Directs your calls to another telephone connected to your Enterprise Edge system. Press the feature code followed by the extension number of the telephone to receive the forwarded calls.

To cancel Call Forward, press Link # 4.

Call Park

Link * 7 4

Parks the call on hold and allows it to be retrieved from any other telephone within the system. When the call park is successful, you hear a confirmation tone and the call is parked on the highest numbered park code in the system. If call park is unsuccessful, you hear an error tone and remain connected with the call.

Note: Tones must be ON. For a list of park codes, see your System Administrator.

Call Park Retrieve

A parked call can be retrieved from any Enterprise Edge telephone by lifting the handset and pressing the Call Park code.

Callback for Call Park

Alerts you to the external call you parked and that has remained unanswered for a set period of time. If your telephone is not in use, callback causes your telephone to ring. If your telephone is in use, you hear the callback tone over the handset.

Call Pick-up (Directed)

Link * 7 6 <plus the ringing number>

Allows you to answer a ringing telephone within your Enterprise Edge system.

Call Pick-up (Group)

Link * 7 5

Allows you to answer any ringing telephone within your Enterprise Edge pick-up group.

Call Queuing

Link * 8 0 1

Allows you to answer the first incoming external call to your telephone, while you are on a call. All other incoming callers hear a busy signal unless there is another telephone programmed to ring on the same line.

Camp-on

Link * 8 2 <plus the extension number>

Allows you to reroute an external call or a call from a Centrex system telephone to another Enterprise Edge system telephone.

Conference Call

Link * 3

Allows you to establish a three-way conference between yourself, one external call and one intercom call, or two intercom calls. Line pool access allows you to establish a conference between yourself and two external calls.

To establish a conference call:

1. Make or answer the first call.
2. Press Link 2. This automatically places the first call on hold.
3. Make or answer the second call.
4. Press Link * 3 to complete the conference.

   Note: If the second call is busy, replace the handset and press Link 2 to return to the first call.

Conference Hold

Allows you to put the two conferenced parties on hold. The held callers are still conferenced.

To put the conference on hold:

1. Press Link 2 to put the two conferenced parties on hold.
2. Press Link 2 to restore the three-way call.

Conference Consultation (Split Conference)

Allows you to put one party on hold and consult with the other party.

To consult:

1. Press Link # 3 to split the conference.
2. Press Link 2 to alternate between calls.
3. Press Link * 3 to restore the three-way call.

Disconnecting One Party

Allows you to disconnect one party in a three-way conference call.

To disconnect one call:

1. Press Link # 3 to put one caller on hold. You are connected with the other call.
2. Replace the handset.
3. Lift the handset and press Link 2. You are connected with the caller on hold.

Hold Call (Exclusive)

Link * 7 9

Allows you to place an active call on hold and prevents it from being picked up from other telephones. When Tones is ON, a held call reminder tone is heard.

Hold Call (Public)

Link 2

Allows you to place an active call on hold and allows it to be picked up from other telephones. When Tones is ON, a held call reminder tone is heard.

To retrieve a call on hold:

1. Press Link 2.

Hotline

Allows you to automatically call a programmed internal or external telephone number. To use the Hotline feature, lift the handset of the designated hotline telephone.

Last Number Redial

Link * 5
Automatically dials the last external telephone number you dialed.

Line Pool Selection

Allows several telephones to access a group of exchange lines. To access line pool selection, enter the line pool code or during the intercom dial tone press: Link * 4 <plus the line pool code>.

Enterprise Edge Voice Messaging

Press the Enterprise Edge Voice Messaging extension, or Link * 9 8 1 <and follow the voice prompts>. Allows you to access your mailbox.

Link * 9 8 0 <and follow the voice prompts>.
Allows you to leave a message.

Link * 9 8 4 <and follow the voice prompts>.
Allows you to forward a call to Enterprise Edge Voice Messaging.

Link * 9 8 6 <and follow the voice prompts>.
Allows you to transfer a call to a mailbox.

Link * 9 8 7 <and follow the voice prompts>.
Allows you to interrupt a caller who is leaving a message in your mailbox.

Link * 9 0 4 <and follow the voice prompts>.
Allows an agent to login to or logout from a call center.

Note: You cannot use a single line telephone attached to Enterprise Edge ATA 2 for Enterprise Edge Voice Messaging configuration tasks. For more information about accessing Enterprise Edge Voice Messaging features, see the *Enterprise Edge Voice Messaging Reference Guide*.

Page (General)

Link * 6 0 <plus code 1-3> <plus zone code 0-6>
Allows you to make an announcement to all Enterprise Edge telephones programmed to receive a page, as well as any other connected paging equipment. You must press a paging zone. For a list of page zones, see your System Administrator.

Page (Intercom)

Link * 6 1 <plus zone code>

Page (External)

Link * 6 2

Page (Intercom / External)

Link * 3 <plus zone code>

Priority Call

Link * 9

Allows you to interrupt an internal call in progress on a digital telephone, or make a voice call to a digital telephone on Voice Call Deny or Do Not Disturb. The session in progress is automatically put on hold.

Note: Priority Call must be enabled in Enterprise Edge System Administration.

Privacy Control

Link * 8 3

Prevents another telephone that shares your line from joining your current call or permits another telephone that shares your line to join in.

Restriction Override

Link * 6 8 <plus an override password> <plus the restricted number>

Allows you to override restrictions imposed on your telephone.

Ring Again

Link * 2

Allows you to queue a call to another Enterprise Edge or Centrex telephone that is busy or is not answered or to a busy line in the Line Pool. You can use ring again only on calls placed on an intercom line. When the telephone is available, you are alerted with one short ring from your telephone.

To cancel ring again, press Link # 2.

Reply To a Ring Again Signal

To connect with a ring again request when you are on a call (or your telephone is off-hook):

1. Press Link 2. This automatically places your call on hold.
2. To return to the caller on hold, press Link 2.

To connect with a ring again request when your telephone is on-hook:

1. Lift the handset. The ring again number is automatically redialed.

   Note: If you do not respond to a ring again signal within 30 seconds, ring again is canceled.

Saved Number Redial

Link * 6 7
Allows you to save an external number while you are on a call or while the called telephone is ringing. To automatically redial the saved number:

1. Press Link * 7 .

Send Message

Link * 1
Allows you to leave a message on a co-worker's telephone.
To cancel send message, press Link # 1 .

Service Mode

In service mode the Enterprise Edge ATA 2 telephone can be assigned as the control telephone for one or more lines, or as the night zero telephone. Service mode is assigned during Enterprise Edge System Administration.

System Speed Dial

Link * 0 <plus the speed dial code>
Allows you to use a speed dial code to quickly dial preprogrammed telephone numbers. System speed dial codes are established by the System Administrator.

Note: You cannot program personal speed dial numbers from your telephone.

Tones

Link * 8 0 9
Call progress tones are audio signals heard through the handset or telephone ringer. Tones signal you about the progress of certain features.
To cancel tones, press Link # 8 0 9 .

Note: Tones must be OFF when Enterprise Edge ATA 2 is used with a data communication device such as a FAX or modem.

Transfer

Allows you to transfer a call. To transfer a call you must have an available intercom line.

Blind Transfer

1. Press Link * 7 0.
2. Press the transfer destination number.
3. Replace the handset.

Transfer using announce

1. Press Link * 7 0 (intercom dial tone is heard).
2. Press the transfer destination number.
3. Announce the call to the receiving party (optional).
4. Replace the handset.

Transfer using Conference

1. Press Link 2.
2. Make the second call.
3. Link * 3.
4. Replace the handset.

To Transfer an external call to a co-worker with a line appearance using Hold

1. Put the caller on hold and select your alternate line.
2. Call your co-worker. Tell your co-worker the flashing line appearance is a call for them.
3. Replace the handset.

Note: Your co-worker must have an Enterprise Edge telephone with line appearance.

Trunk Answer from any Telephone

Link * 8 0 0

Allows you to pick up a ringing external call on a line that has been placed into any service mode.

Voice Call

Link * 6 6 <plus the intercom number>

Allows you to make a voice announcement or begin a conversation through the speaker of a digital telephone without making the other telephone ring.

Data Communication

This section supplies additional information for using Enterprise Edge Analog Terminal Adapter 2 with data communication devices.

Set Tones to OFF

Enterprise Edge ATA 2 must have tones OFF so tones do not interfere with data transmissions.

The following progress tones are not heard when Enterprise Edge ATA 2 is in the tones OFF mode:

- Held Line Reminder
- Call Waiting
- Ring Again

To turn tones OFF:

Lift the handset and press Link # 8 0 9.

Auto-answer Modems and Answering Machines

Enterprise Edge ATA 2 can be connected to a modem or an answering machine as well as a telephone. It can be programmed to ring in combination with a telephone connected to one external line on the Enterprise Edge system. It can also be designated as the Night Set to answer calls after hours. To assign an external line to ring at a telephone connected to an Enterprise Edge ATA 2, contact your Installer or System Administrator.

Modem and FAX Transmission Compatibility

Enterprise Edge ATA 2 is compatible with all commercial FAX and modem protocols. When connected to Enterprise Edge ATA 2, the Enterprise Edge server supports data transmission rates up to and including 28.8 kbit/s.

Note: The maximum data transmission rate is subject to the quality of the end-to-end channel and cannot be guaranteed.

Troubleshooting for Data Applications

If you are having trouble, check the following before calling a repair person:

1. Make sure the data parameters (parity, baud) are set correctly.

2. Make sure Enterprise Edge Analog Terminal Adapter 2 is in the tones OFF mode.

3. Make sure you are dialing out on the proper line. The proper line is either an intercom or external line. See Alternate Line on page 7 of the Feature List. To change your prime line, see your System Administrator.

4. Substitute a single line telephone for your data communication device. If you receive a dial tone on the single line telephone, the problem can be with the data communication device.